Policy Number 4.19
Clinic Printing Mode
Revised/Effective Date: October 1, 2012

Title: Clinic Printing Mode

Purpose
The updated WIC software supports automated benefit printing in either an "on" or "off" mode.

Authority
State Policy

Policy
Local agencies will use the appropriate benefit print mode for their clinic.

  I. **Automated "ON" Mode**

     A. This mode is used by laptop clinics, standalone clinics and by network clinics when the appropriate conditions are met. Any local agency staff may print benefits when the benefit printer is in the "ON" mode.

     B. A printer in the "ON" mode must be attended and out of reach of the participants at all times or this printer must be installed in a locked closet

  II. **Automated "OFF" Mode**

     A. This mode is used by local agencies that have two or more staff working at the same time. It supports the federally mandated separation of duties requirement.

     B. When local agency staff issue benefits, the request goes into a benefit issuance queue. Benefits are issued to the print queue by the CPA. The CPA instructs the participant to see the receptionist on their way out to pick up their benefits.

     C. When the participant arrives at the receptionist desk, the receptionist looks up the participant's name or ID in the print queue, prints the benefits and hands the benefits to the participant.

     D. A printer in the "OFF" mode must be out of reach of the participants. The main WIC program and the WIC Benefit Printing program must also be closed (at the sign on screen) when this benefit printer is unmanned.

  III. **General Requirements for Switching Modes**

     A. Laptops and standalone clinics will always be in the "ON" mode. Networked clinics may choose between the two modes when there are less than four people logged into the WIC program.